

SFY 2002
RITE CARE
MEMBER SATISFACTION

Prepared by:

ACS/Birch & Davis

Submitted to:

**The Center for Child and Family Health
The Department of Human Services
State of Rhode Island**



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EXECUTIVE SUMMARY

RIte Care is the State of Rhode Island's managed health care program for families on TANF and Medical Assistance including uninsured children (under 19 years of age) up to 250 percent of the Federal Poverty Level and pregnant women up to 350 percent of the Federal Poverty Level. RIte Care is also for parents/caretakers of RIte Care siblings up to 185 percent of the Federal Poverty Level.

Eligible individuals are enrolled in a Health Plan that is paid a monthly capitation payment to provide or arrange for medically necessary services. Certain services are still paid for on a fee-for-service basis by Medicaid. Health Plans provide a "medical home" for their RIte Care members. In calendar year 2001 the Health Plans participating in RIte Care were Neighborhood Health Plan of Rhode Island, United HealthCare of New England and Coordinated Health Partners, Inc. (Blue CHiP).

The RIte Care program is monitored and evaluated on an ongoing basis through Health Plan site visits, analysis of utilization and cost data and special studies. Part of this effort includes the assessment of member satisfaction. ACS/Birch & Davis under contract to the Rhode Island Department of Human Services conducts an annual member satisfaction survey. This State Fiscal Year 2002 survey is the sixth annual survey of RIte Care members.

1. METHOD

A random sample of 4,650 RIte Care members was selected as representative of the RIte Care enrolled population, and mailed a survey questionnaire in October 2001. The sample was designed to be effective at a 25 percent response rate (plus or minus 5%) in measuring member satisfaction at the RIte Care program level at a 95 percent confidence.

The questionnaire was developed for this survey to reflect RIte Care-specific program concerns. It was pretested and modified accordingly. There were adult and child versions of the questionnaire. Adults answered on behalf of child members. Both versions were in English and Spanish.

Sample members who did not respond to the initial mailing were sent a replacement mailing of the survey. Responses received after December 21, 2001 were not included in the analysis.

2. SURVEY RESULTS

Summary survey results are as follows:

- Thirty-two percent of the sample responded to the survey, or 1485 responses. This is a high rate of response to a mail survey. Comparative responses were as follows:

—	2000	33%
—	1999	37%
—	1998	38%
—	1997	43%
—	1996	30%

- There were not any significant gender or age differences between respondents and non-respondents. There were minimal differences between respondents and non-respondents by Health Plan
- Overall, more than 98 percent of respondents to this question reported that, overall they were very satisfied or satisfied with RItE Care. Adults reporting for themselves and adults reporting for their children showed virtually the same high satisfaction ratings. Similarly there was virtually no difference between Spanish-speaking respondents and English-speaking respondents or among Health Plans
- More than 92 percent of respondents rate their or their child's health either excellent, very good or good. Ninety-eight percent of adults responding on behalf of their children rate their child's health excellent, very good or good. Spanish-speaking respondents rated their overall health lower than English-speaking respondents (76 percent versus 95 percent respectively)
- About 90 percent of survey respondents had seen their regular doctor for care in the 12 months prior to completing the survey
- Over 94 percent of survey respondents have a regular doctor. This figure has increased each year for the last four years
- Over 88 percent of respondents state they usually talk to their regular doctor when sick or seeking medical advice
- Ninety-seven percent of respondents were very satisfied or satisfied with the services of their regular doctor. This percentage is comparable to the previous five years
- About 73 percent of survey respondents reported that their appointments began on time or within 30 minutes of scheduled time. This figure has remained stable for the past three years
- About 70 percent of respondents indicated they saw their doctor the same day when they called for an appointment when sick (71 percent last year, 73 percent two years ago)
- About 89 percent of respondents were very satisfied or satisfied with reaching their regular doctor evenings, nights, weekends and holidays (87 percent last year, 90 percent two years ago)

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- Ninety-four percent of respondents were very satisfied or satisfied with getting a referral to a specialist (very similar to the last two years)
 - Ninety-two percent of respondents were very satisfied or satisfied with getting prescriptions filled (same as last year)
 - Eighty-two percent of respondents were very satisfied or satisfied with their emergency room treatment (79 percent last year, 84 percent two years ago)
 - About 91 percent of respondents found their Health Plan's staff very helpful or helpful (87 percent last year, 90 percent two years ago)
 - Ninety-five percent of respondents report that they have never been denied services by their RItE Care Health Plan (last year it was 92 percent)
 - About 60 percent of respondents report that they know they could appeal decisions about payment for services to their Health Plan (last year it was 55 percent)
 - Almost 35 percent of respondents indicated that they are aware they are welcome to attend the monthly meetings of the RItE Care Consumer Advisory Committee (last year it was 30 percent)
 - For adults responding for themselves:
 - Fifty-eight percent indicated that in the last twelve months their regular doctor talked to them about the use of tobacco, alcohol or drugs
 - Sixty-three percent indicated that in the last twelve months their regular doctor had talked to them about issues that affect their health such as diet, exercise, or seat belt use
 - Fifty-five percent indicated that in the last twelve months their regular doctor has talked to them about stress, depression or anxiety
 - Fifty-one percent indicated that in the last twelve months their regular doctor or OB/GYN talked to them about family planning issues such as birth control or prenatal care
 - For adults responding on behalf of their children:
 - Sixty-two percent indicated that in the last twelve months their child's regular doctor talked to them about bike helmets, seat belts or car seat use to prevent injuries

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- Forty-six percent indicated that in the last twelve months their child's regular doctor talked to them about the use of tobacco, alcohol or drugs
 - About 45 percent indicated that in the last twelve months their child's regular doctor talked to them about stress, depression or anxiety
 - About 45 percent indicated in the last twelve months that their child's regular doctor talked to them about parenting issues such as growth or parenting skills
 - Sixty-percent indicated in the last twelve months the child's regular doctor talked to them about protecting their child from household accidents such as burns or poisoning
 - About 34 percent of Spanish-speaking respondents felt they needed an interpreter for a visit but the doctor or Health Plan did not offer such assistance
 - About 96 percent of respondents were very satisfied or satisfied with RItE Care's transportation benefit (the past two years it was 94 percent)